GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:5160
ANSWERED ON:27.04.2000
PASSENGERS FACILITIES AT AIRPORTS
SAHIB SINGH VERMA

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether any survey has been conducted to assess the physical, social, economical, ecological infrastructure and facilities available to passengers at national/ international airports in India and the extent to which these facilities are actually available to the passengers;

(b) whether any perspective plan has been drawn to provide the best available facilities, comparable to `international standards` at airports in India; and

(c) if so, the details thereof?

Answer

THE MINISTER OF CIVIL AVIATION

(SHRI SHARAD YADAV)
(a), (b) and (c):- Airports Authority of India (AAI) gets conducted periodical surveys on the facilitiesprovided at the airports through an independent agency commissioned by AAI to check the levels of customer satisfaction. Moreover, upgradation and improvement of various passenger facilities at airports is a continuous process. It is the constant endeavour of the Government to provide the best facilities at its airports conforming to International Civil Aviation Organisation guidelines and standards.